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10/09/97

FORM PTO-1082

THE COMMISSIONER OF PATENTS AND TRADEMARKS

Washington, D.C. 20231

Case Docket No. P3253

Sir:

Transmitted herewith for filing is the patent application of Inventor(s): Alec MiloslavskyFor: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

Enclosed are:

- ☒ 7 Sheets of drawings.  
☒ Specification, Claims, and Abstract: Nr. of Sheets : 56  
☒ A Power of Attorney and Declaration.  
☐ A verified statement to establish small entity status under 37 CFR 1.9 and 37 CFR 1.27.  
☒ Check for filing fee.  
☐ An assignment from the inventors.

The filing fee has been calculated as shown below:

	(COL. 1) NO. FILED	(COL. 2) NO. EXTRA	SMALL ENTITY			LARGE ENTITY	
FOR:			RATE	FEE		RATE	FEE
BASIC FEE				\$395.	OR		\$790.
TOTAL CLAIMS	13	0	\$11.	\$	OR	\$22.	\$0.
INDEP CLAIMS	4	1	\$41.	\$	OR	\$82.	\$82.
<input type="checkbox"/> MULTIPLE DEPENDANT CLAIMS PRESENTED			\$135.	\$	OR	\$270.	\$0.
<input type="checkbox"/> OTHER FEES DUE				\$			\$0.
			TOTAL	\$		TOTAL	\$872.

- ☐ Please charge Deposit Account No. \_\_\_\_\_ the amount of \$ \_\_\_\_\_. A duplicate copy of this sheet is enclosed.  
☒ A check in amount of **\$872.00** is enclosed.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 10-1218 A duplicate copy of this sheet is enclosed.
- ☒ Any patent application processing fees under 37 CFR 1.17.  
☒ Any additional filing fees required under 37 CFR 1.16.
- ☐ The Commissioner is hereby authorized to charge payment of the following fees during the dependency of this application or credit any overpayment to Deposit Account No. \_\_\_\_\_. A duplicate copy of this sheet is enclosed.
- ☐ Any patent application processing fees under 37 CFR 1.17.  
☐ The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311 (b).  
☐ Any filing fees under 37 CFR 1.16 for presentation of extra claims.

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Respectfully Submitted,

Donald R. Boys  
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## Certificate of Express Mailing

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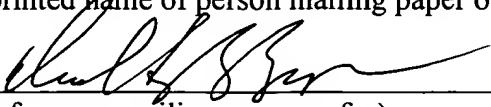
Subject: Apparatus and Methods Enhancing Call Routing To and Within Call  
-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Specification.
2. 7 sheets of drawings.
3. Transmittal.
4. Declaration and Power of Attorney.
5. Check for fees in the amount of 872.00.
6. Certificate of express mailing.
7. Postcard listing contents.

Donald R Boys

(Typed or printed name of person mailing paper or fee)

  
(Signature of person mailing paper or fee)